

THE RESILIENCE RESET

Women, Resilience, and Their Use of Technology

FQ
the
FEMALE QUOTIENT



Table Of Contents

03 About This Report/Methodology

04 Executive Summary

05 Feeling the Pressure

07 Personal Resiliency

10 Professional Resiliency

14 Technology and Data Privacy

18 Acknowledgments

FQ
the
FEMALE QUOTIENT


CISCO

About This Report

This research illuminates how working women’s mindsets are changing in a world that is more technologically connected than ever before.

Respondents to the Resilience Reset Study included:

5

Online Focus Groups

Conducted in November 2022, comprised of working women from several countries representing entry-level, mid-level, and senior-level positions.

3000

Working Women

Online self-administered surveys conducted December 7-15, 2022, for 300 employed females over the age of 21 in 10 countries (for 3,000 total respondents)

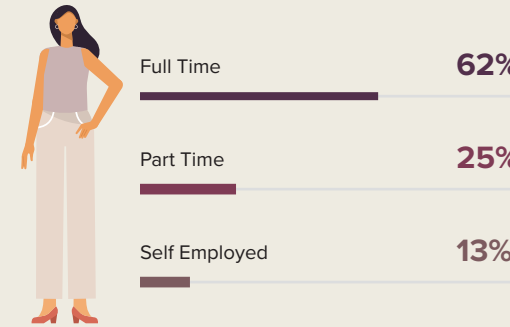
10 countries include: Australia, Chile, France, Japan, Peru, Spain, South Africa, Sweden, United Kingdom, and United States.

The data is weighted so that each country’s sample composition best reflects the demographic profile of the country’s employed female population according to the most recent census data. The precision of Ipsos online polls is calculated using a country-by-country credibility interval with a poll of 300 accurate to +/- 6.5 percentage points. Our analysis treats each country as the unit of analysis, and does not adjust for the relative population of each county. The total is viewed as an average of the countries.



Audience Details

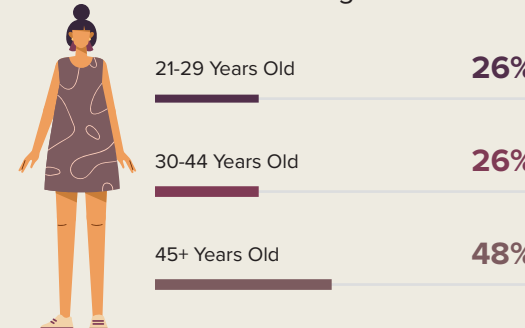
Employment



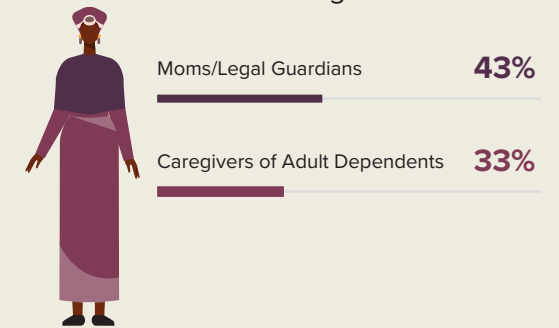
Work Experience



Age



Caregivers



Executive Summary

As women have joined the workforce in larger numbers and worked in hybrid or remote settings in the past three years, they continued to shoulder the same, or more, responsibilities in the home as women from previous generations. For example, two-thirds (66%) of working moms agree that they were responsible for the majority of childcare and household duties in addition to their job during the pandemic.

Given this, we sought to capture unique insights into the state of resilience among working women in today's world, and the role technology plays in that resilience. We found that:



The weight of the world doesn't hold women back

Women have faced what seems like insurmountable challenges over the last few years, and met them by being resilient, even as personal, societal, and global issues weigh heavily on their minds.

Caregivers share fortitude

In comparison to women overall, working moms and caregivers are more likely to say they feel resilient and satisfied personally and professionally, despite additional responsibilities that come from being a working parent.

With age and experience comes happiness, resilience

Women in senior and mid-level roles are significantly more likely to say they feel satisfied personally and professionally compared to those who are entry level. Similarly, women age 45+ are significantly more likely to say they feel resilient than those in their 20s, suggesting that the challenge of rising to growing responsibilities can help build personal and professional resilience.

Resiliency connects the dots between personal and professional

When women feel resilient in their personal life, it transposes to their professional life, and professional resiliency translates to professional satisfaction.

It takes a village

There is opportunity for both companies and individuals to support working women, as about half still aren't feeling resilient in their personal or professional lives, despite their best efforts.

"Me first" is not a dirty phrase

Women are focusing on putting themselves first in the name of resiliency by practicing self-care, and by making sure their needs are being met in the workplace.

Two sides of the same coin


The role of technology in the modern working woman's life is complicated, as it helps women stay connected and organized by making everyday tasks easier, while also casting a shadow of uncertainty when it comes to data privacy.


What's one more challenge?


Women are ready to add the task of protecting their and their family's data to their already full plates, but they don't expect to do it alone. In fact, more than half say technology companies are responsible for data protection.


From workplace worries to economic concerns, women are feeling the pressure as personal and societal issues weigh on their minds.

Personal worries: financial issues bubble to the top.


71% 
Are concerned about
Inflation


59% 
Are concerned about their
and their family's
economic health


57% 
Are concerned about
stagnant wages


31% 
Are concerned about layoffs
at their company

But **societal worries** are personal for women.

63% 
Are concerned about the
political climate of their
country and the world

59% 
Are concerned about a
recession

48% 
Are concerned about
women losing their rights

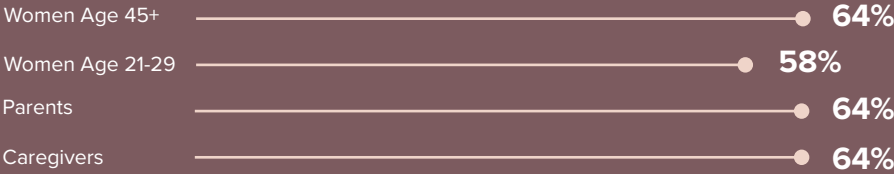
48% 
Are concerned about
democracy being at risk



However, even in the face of everything, women remain resilient.

6 in 10

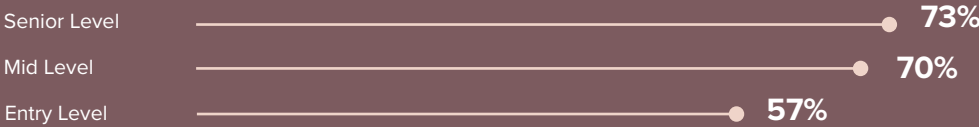
Working women say they feel **resilient in their personal life** (61%), with women age 45+ and caregivers more likely to agree.



NEARLY

2 in 3

Working women say they **feel resilient in their professional life** (65%), with mid- to senior-level professionals significantly more likely to agree than entry-level professionals.



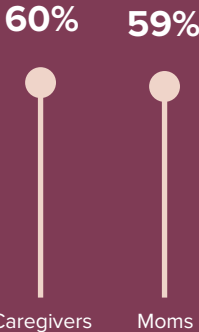
My definition of resiliency has evolved into thinking about not just surviving, but also thriving and accelerating through change, trauma, and difficulties. It's being able to grow and rise.

When looking into insights around personal resilience, half of working women say they are satisfied with their personal lives.

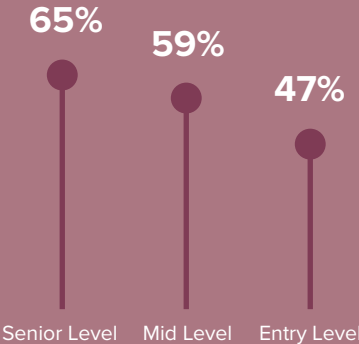
Working caregivers and parents are more likely to say they are satisfied with their personal lives.

55%

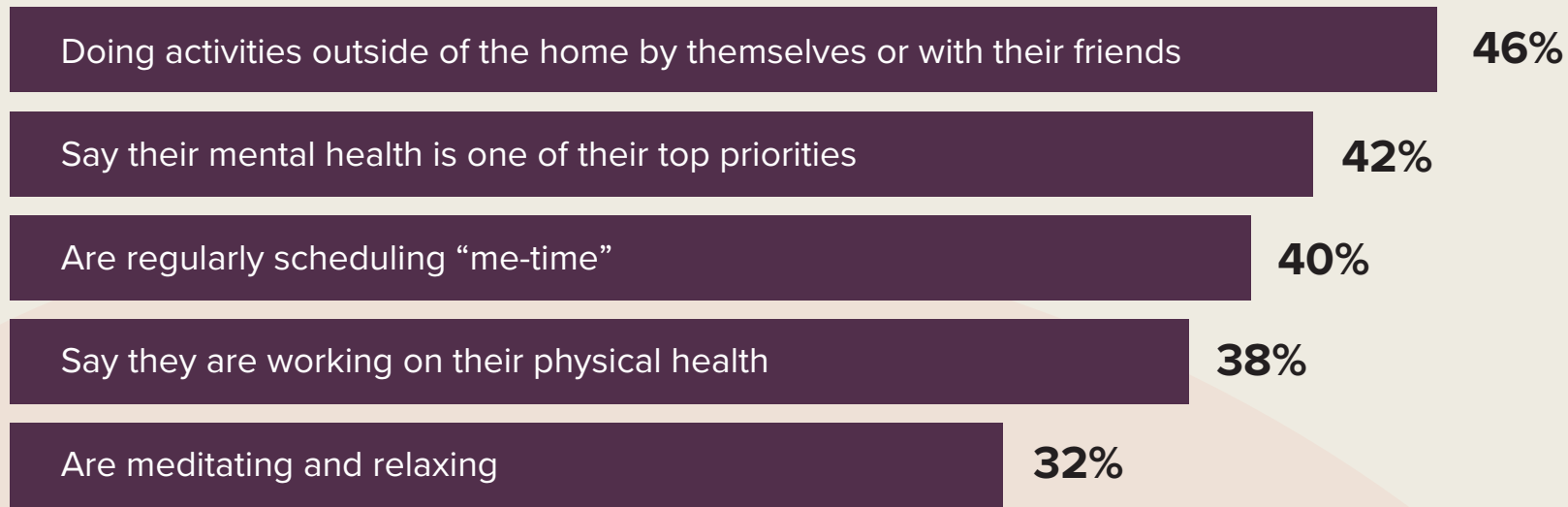
Of working women report feeling **satisfied with their personal life**, especially among working caregivers and moms.



Women in higher positions are more likely to be satisfied with their personal lives.



To support their personal growth and resilience, working women are prioritizing themselves, including their mental and physical health.



“ [Resiliency] is more than just the ability to bounce back quickly. It’s the ability to recover healthily...coming back in a healthier way with a better perspective.

Self-care trends are higher for women who say they feel resilient personally:

50%
Doing activities outside of the home by themselves or with their friends

45%
Say their mental health is one of their top priorities

43%
Are regularly scheduling “me-time”

41%
Say they are working on their physical health

Looking inward, working women find resiliency in themselves.

The top six characteristics women surveyed would use to describe themselves include:

Act according to their values and beliefs

“ I don't accept no for an answer, it's not a part of my vocabulary.

38%



Confident in who they are

“ Personal resiliency is something that's part of my DNA.

34%



Having a positive energy

“ Understanding the fact that life does happen... believing there is something to move forward towards.

32%



Able to deal with both the ups and downs of life

“ [Being resilient] is a learned behavior, something that I've had to continuously teach myself to do.

35%

Constantly growing and evolving as a person

“ Resiliency for me is not only taking on challenges and taking risks, but also having the compass to lead you in the right direction, and having the wherewithal to make personal changes and grow as needed.

31%

Able to face challenges no matter how difficult they might be

“ I think [being resilient is] being able to reflect on what you felt was a failure, or maybe even a success, and being able to reshape that and adapt it into your life as it is in the present.

31%



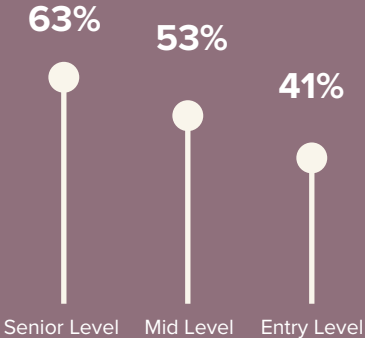
Resilient at work: while many women surveyed feel resilient and satisfied in their professional lives, they want advancements in multiple areas from their jobs.

50%

Of working women report feeling **satisfied with their professional life**, again especially working caregivers and moms.



Women in higher positions are more likely to agree they feel satisfied professionally.



Some women noted that when their needs aren't being met in the workplace, they are willing to leave.

Of the third (31%) of working women who are considering leaving their job in the next six months or so, the top reasons why focused largely on fundamental company culture elements. This ranged from a lack of career growth opportunities, to work-life balance, to team camaraderie:

49%

Personal Impediments

- ✗ My company doesn't provide opportunities for my career to progress
- ✗ My workplace doesn't help make my life any easier

44%

Job Constraints

- ✗ Since the pandemic, I have new priorities in terms of a job and employer
- ✗ My company is not respectful of my time

36%

Lacking Company Culture

- ✗ My company does not have a workplace culture that cares about my personal and professional well-being
- ✗ There is little to no camaraderie among my colleagues

22%

Company Mission Misalignment

- ✗ My company has a mission/purpose that I don't feel aligned to
- ✗ My company does not have a broader mission/purpose, and I'd like to be at a company that does

47%

Of women surveyed who feel resilient in their professional lives and who are looking to switch jobs in the next six months attribute it to job constraints.

There are no rules. You do you, you make up the rules as you go. ”

Unsurprisingly, women who feel respected in the workplace are less likely to leave.

Of the three in five (58%) working women who do not have any plans to leave their job in the next six months, the top reasons once again speak to the importance of a supportive company culture, including respect, flexibility, and collaboration, **especially for women who feel resilient in their professional lives:**

51%

Job Benefits

- ✓ My boss is respectful of my time
- ✓ We can work remote some or all of the time

51%

Collaborative Company Culture

- ✓ There is collaboration among my colleagues
- ✓ There is camaraderie among my colleagues

43%

Supportive Workplace

- ✓ My workplace helps make my life easier
- ✓ My workplace helps me be more resilient

22%

Company Mission Alignment

- ✓ My company has a broader mission/purpose that I believe in and feel aligned to

57%

Among women who feel resilient

57%

Among women who feel resilient

48%

Among women who feel resilient

27%

Among women who feel resilient

Resiliency connects the dots between the personal and the professional.

69%

Of women who feel resilient personally also report feeling happy and content with their lives right now



Feel Happy & Content

Women Who Feel Resilient Personally

69%

Global Average

53%

It's clear that when women feel resilient in their personal life, it transposes to their professional life.

Feel Resilient Professionally

Women Who Feel Resilient Personally

86%

Global Average

65%

Professional resiliency translates to professional satisfaction

Satisfied With Their Professional Life

Women Who Feel Resilient Professionally

65%

Global Average

50%

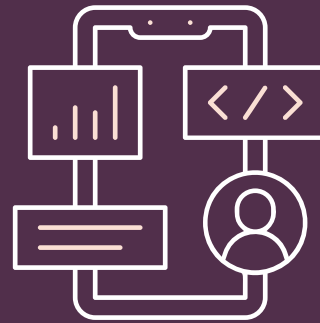
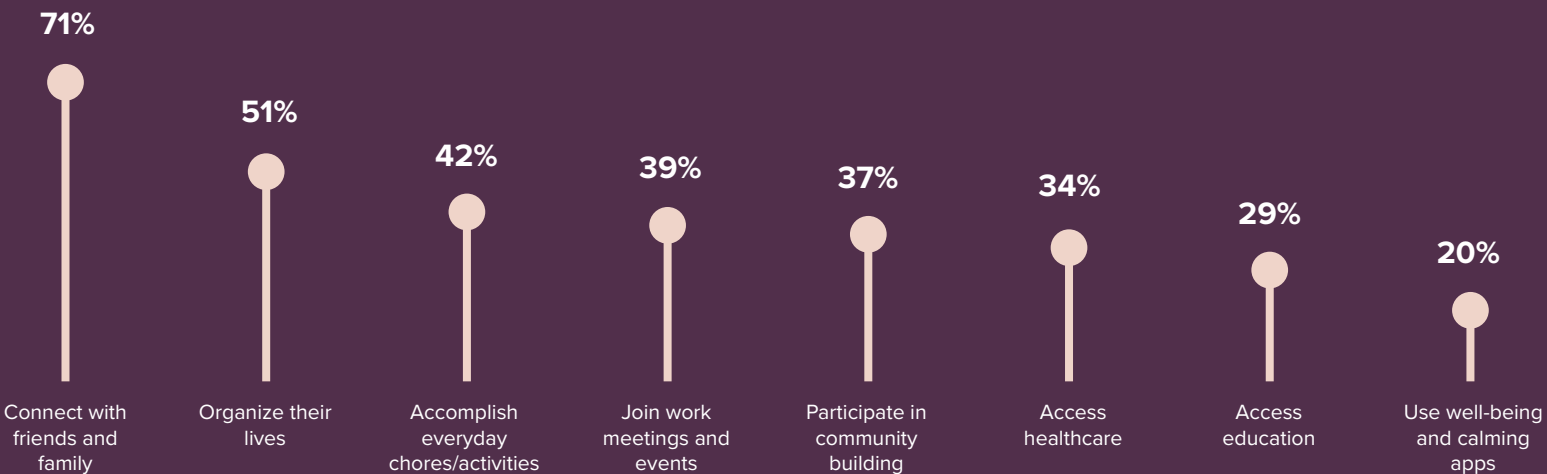
A double-edged sword: working women have a complicated relationship with technology.

Women feel pressure to keep up with a rapidly changing digital world. In fact, a LinkedIn poll among 1,303 members of The Female Quotient (The FQ) community found that nearly 7 in 10 (69%) are using technology more now than they did pre-pandemic.¹

For better or worse, technology is integral to living in the modern world...

49%
Say **technology** makes their lives easier

It's woven into all aspects of women's lives, providing positive benefits for women who are using technology to:



However, gaps in tech access hurt on the macro and micro levels.

Men are 21% more likely to be online than women worldwide, which increases to 52% within least-developed countries.²

On a larger scale, barriers that prevent women and girls from being online have cost countries an estimated **\$1 Trillion in GDP** over the last decade in low and lower-middle income countries.²

On the personal level, women who lack access to technology also lack an efficient tool to manage the to-dos for the various roles they play, and a tool to help lessen the burden of their responsibilities.

¹ LinkedIn. The Female Quotient Community Poll. 2022

² The Web Foundation. The Costs of Exclusion: Economic Consequences of the Digital Gender Gap. 2021.

While women use technology to tackle items that weigh on their minds, they also struggle with the issues that technology brings, like too much screen time and data privacy.

Too much of a good thing?

6 in 10

Say they feel too dependent on technology (62%)

NEARLY

4 in 10

Say they feel stressed or anxious when they are away from their devices (37%)

1 in 3

Say technology can be toxic (33%)

1 in 4

Say it consumes too much of their time (25%)

And data security adds a layer of uncertainty to a medium tightly interwoven into every aspect of working women's lives.

MORE THAN

4 in 10

Worry about their data privacy (44%)

3 in 10

Worry about how secure their family's data is (30%)

1 in 4

Feel powerless when it comes to data privacy and security risks (26%)

NEARLY

1 in 5

Would be willing to pay to ensure no one has access to or is using their data (17%)

Ultimately, working women are taking charge of yet another issue to protect their resilience: protecting their data.

6 in 10

Working women say **each individual person should be responsible for protecting their data** (58%)

1 in 4

Working women say **individuals share the greatest responsibility for protecting their data** (24%)

But They Don't Expect To Do It Alone

55%

Of working women say **tech companies are responsible for data protection**

32%

Of working women say **tech companies own the greatest responsibility for doing so**



Moving forward

Women have faced what seems like an insurmountable challenge over the last few years with little time to rest, leaning on technology to help them navigate the world as the dust settled and exposed a “new normal.”

What is clear from this research is the universal resilience working women hold when facing a constant flow of stressors and responsibilities has helped them, particularly working moms and caregivers, come out on the other side of a very challenging time more resilient than ever in their personal and professional lives.

Additionally, companies who wish to attract and retain resilient female talent should focus on creating a supportive work environment that fosters camaraderie and collaboration among colleagues, and cultivates a workplace culture that cares about the personal and professional well-being of its employees.

“

What made the mark was our resilience. We have emerged hopeful, more grounded, and humbled.⁴

Cisco’s purpose is to power an inclusive future for all. Learn more about how Cisco is:

**Connecting the unconnected
Helping to solve the skills gap
Fostering a conscious culture**



⁴ Harvard Business Review. Was 2022 the Year of Resilience?. 2022

About The FQ

The Female Quotient (The FQ) is a woman-owned business working with companies and conscious leaders to curate experiences, thought leadership, and solutions designed to achieve gender equality in the workplace and beyond. The FQ's end-to-end equality platform includes co-branded research, content campaigns, and partnership opportunities at its signature Equality Lounges®. Visibility is further driven through The FQ's robust social, media, and editorial channels. The FQ approach is intersectional, inspirational, and inclusive, working with leaders and rising stars in every industry and around the world. For more information to close the gender gap, visit The Female Quotient on LinkedIn and Instagram.



About Cisco

Cisco (NASDAQ: CSCO) is the worldwide leader in technology that powers the Internet. Cisco inspires new possibilities by reimagining your applications, securing your data, transforming your infrastructure, and empowering your teams for a global and inclusive future. Discover more on **The Newsroom** and follow us on Twitter at **@Cisco**.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company.

